

## **SECTION 700: CUSTOMER DUE PROCESS**

### **701 PURPOSE**

This section establishes policies related to Customer Due Process.

### **702 ADVANCE NOTIFICATION**

- a. Customers must be provided written notification of any decision which affects their case.
- b. Customers shall be advised of their appeal rights and given ten (10) working days to request for an Informal Fair Hearing.
- c. If the Customer does not submit a request for an Informal Fair Hearing within the established timeframe, the decision made shall be applied and considered official at the end of the tenth (10<sup>th</sup>) working day.

### **703 APPEALS**

- a. If the Customer is not satisfied with the decision rendered at the conclusion of the Informal Fair Hearing, they may appeal the decision and request a Formal Hearing.
- b. A final decision of the Informal Fair Hearing must have occurred prior to a request for a Formal Hearing.